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| **Subject**   | **Quality Management**  |
| Type    | Semester  | ECTS  | Code  |
|                                Non obligatory (NO)     |             3  |         4 (2+1)  |        130QM204  |
| **Course Lecturer**  | Prof.ass. Dr. Ibush Luzha   |
| **Course Assistant**  | Prof.ass. Dr. Ibush Luzha   |
| **Course Tutor**  |   |
| **Aims and Objectives**  | The Quality Management is a subject which contains basic knowledge in the concepts of quality control, planning, implementation and continuous improvement. It also contains the basic knowledge of the family of standards ISO 9000, ISO 22000, HACCP. Includes financial performance of non-conforming products and services, process and service control, attribute and variable control, checklists, continuous improvement, six sigma, quality control and services in the food industry by implementing Quality Management Systems (QMS). The main purpose of the course is: * Familiarity with Quality Management Systems (QMS).
* Knowledge QMS setting up.
* Familiarity with processes documentation of QMS

Continual improvement of QMS  |
| **Learning Outcomes**  | After completing this course (subject), the student will be able to: 1. Understand the concept of product, process and service quality, quality planning, control and continuous improvement in the food industry: 2. Know the family standards ISO 9000, ISO 22000, HACCP, quality and financial performance in the food industry: 3. Design management and quality control systems in the food industry: 4. Process quality and recommend continuous improvements in the food industry: 5. Design and implement Quality Management Systems for products, processes and services in the food industry.  |
| **Aligning course learning outcomes with program learning outcomes.**  | 1. Application of theoretical knowledge - It is based on the study of literature, scientific papers, seminar presentations and group discussions about quality management, the establishment of management systems as well as their implementation after establishment (Results 1, 2, 3); 2. Development of practical skills – It is based on the most important lessons for the management of the documentation of the quality management systems (QMS), the maintenance of the QMS, the identification of non-conformities and their correction, etc. (Results 3,5). 3. Practical exercises - will be implemented in order for students to become familiar with audit techniques, the preparation of QMS documentation, the practical implementation of QMS knowledge, about certification schemes in enterprises, etc. (Results 4,5,6,7,8,9).  |
| **Course Content**  | **Course Plan**  | **Week**  |
| Principles of quality management  | 1  |
| Quality management systems – Base and vocabulary  | 2  |
| Strategic, organizational and resource management aspects  | 3  |
| Documentation QMS  | 4  |
| Application of management systems and continuous improvement  | 5  |
| Management system audit  | 6  |
| Presentation of Seminars  | 7  |
| The relationship between management systems and models of excellence  | 8  |
| The perspective of the management system in the food chain  | 9  |
| Risk and control analysis  | 10  |
| Identification of critical control points  | 11  |
| Establishing monitoring system and corrective actions  | 12  |
| Establishing verification, validation and review procedures  | 13   |
| Presentation of case studies   | 14  |
|   | Final examination  | 15  |
| **Teaching/Learning Methods**  | **Learning activity**  | **Weight (%)**  |
| **1. Lecture: 15%** -Aim: To present the main concepts, models and theories in the management of knowledge in Quality Management. -Relevant to: Building fundamental understanding and providing a theoretical framework for the subject. **2. Practical exercises, preparation of SMC documentation: 25%** - Goal: To apply theoretical knowledge in the preparation of documentation in enterprises for certification as well as knowledge management in different contexts and reflection on practical examples. **3. Group discussions and seminars: 20%** -Goal: To encourage interactive learning, exchange of ideas and development of critical thinking. -Relevant for: Discussing different models and theories in depth and reflecting on their application in Quality Management **4. Work on projects: 20%** - Goal: To promote creativity, application of practical skills and cooperative learning. -Important for: Developing new and creative ways of managing knowledge in the contexts of the Quality Management course and identifying barriers and facilitators to knowledge management. **5. Assignments and Research Papers: 10%** -Goal: To increase research skills and the ability to critically analyze information.   -Relevant to: In-depth study of specific topics within knowledge management, increasing understanding through research. **6. Guest lectures and seminars: 10%** - Purpose: To provide exposure to enterprise experts and practical knowledge in quality management. -Relevant for: Gaining different perspectives on knowledge management practices and challenges in Quality Management in the enterprise.  |
| **Literature/References**  | 1. ISO 9001:2015, Quality management systems — Requirements
2. ISO 17025:2017, General requirements for the competence of testing and calibration laboratories
3. ISO 19011 Guidelines for auditing management systems
4. ISO 22000:2018, Food safety management systems.
5. Mark Clute; Food Industry Quality Control Systems, 1st Edition, CRC Press, 2008.
6. Hazard analysis and critical control point generic models for some traditional foods, World Health Organization, ISBN 978-92-9021-5905
7. Food quality management-Technological and managerial principles and practices, Pieternel A. Luning and Willem J. Marcelis, Wageningen Academic Publishers, 2009.
8. Quality management in food chains, edited by Ludwig Theuvsen, Achim Spiller, Martina Peupert, Gabriele Jahn ISBN 978-90-76998-90-9
9. https://link.springer.com/article/10.1007/s00769-021-01479-3
10. https://www.ukessays.com/essays/business/literature-review-total-quality-management.php
11. https://www.isotracker.com/blog/8-books-on-quality-management-that-are-well-worth-reading/
12. https://www.emerald.com/insight/content/doi/10.1108/IJQSS-10-2020-0170/full/html
13. https://www.mbaknol.com/research-literature-reviews/literature-review-quality-management-systems/
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